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ABSTRACT

As part of a review of student support services, William Rainey Harper College in Illinois conducted a study of the characteristics of and benefits received by clients of its Career Center (CC) on the main campus and the Career Transition Center (CTC) at its Northeast Center. Both centers provided lists of clients served during the spring and summer of 1995, while class rosters were also analyzed to determine participants in CTC seminars in fall 1994, spring 1995, and summer 1995. This resulted in a study population of 355 CTC and 343 CC clients, of whom 114 CTC and 98 CC clients returned completed questionnaires. Study findings included the following: (1) 51% of the CC and 58% of the CTC were employed full-time, while 48% of the CC clients had an associate degree or higher and 59% of the CTC clients had a bachelor's degree or higher; (2) the most common method by which clients heard about services was through referrals from college faculty or staff, cited by 54.6% of respondents; (3) the most common reason given for using the services was a need to make a decision on an educational program, followed by job dissatisfaction and a change in personal or family situation; and (4) with respect to benefits received from participation, the highest levels of knowledge increases were reported for career-related values, qualifications for specific occupations, and location of resources. The CC and CTC questionnaires are appended. (BCY)

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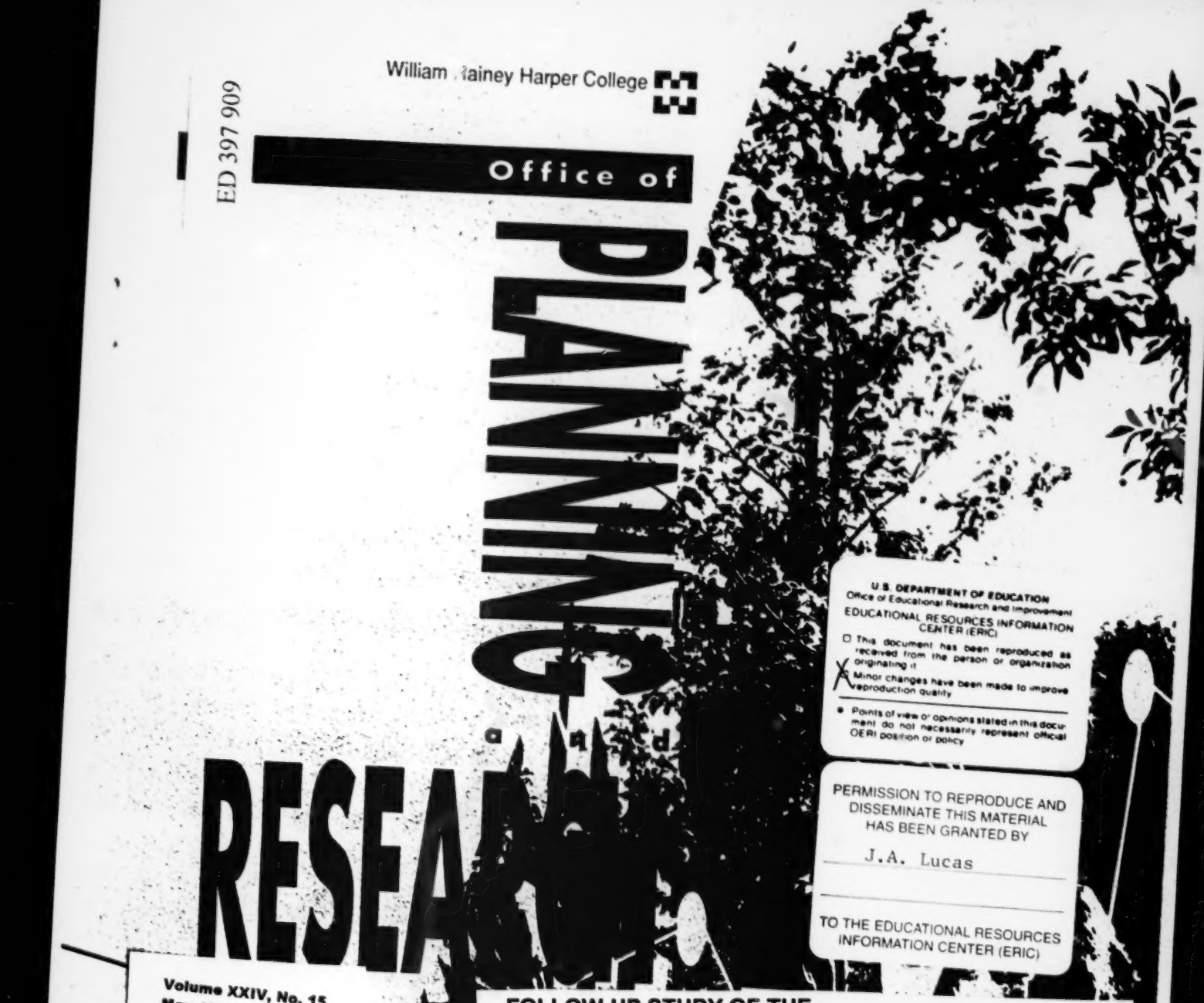

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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FOLLOW-UP STUDY OF THE CLIENTS OF THE CAREER TRANSITION AND THE CAREER CENTERS AT HARPER COLLEGE

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ABSTRACT

The purpose of this study was to follow up clients who had used either the Career Center on the main campus or the Career Transition Center at the Northeast Center. The surveys focused on the profiles of the clients, what attracted them to the centers and how they benefited from the programs and services.

Survey instruments were designed and after two mailings about a 30 percent response rate was realized. Clients of the Career Center on campus had a moderate unemployment rate, were fairly well educated and were mostly single. The profile of the clients of the Career Transition Center showed they were around 40 years of age, had a high unemployment rate, were very highly educated, mostly female and almost all Caucasian.

Results of the surveys showed that the need to make a decision on an educational program, job dissatisfaction, changes in their personal/family situation and job loss were the primary life events that prompted clients to use the services of the Career Transition Center and the College Career Center. The largest changes made by the clients after using these services were knowledge of the location of resources and career related values. Also listed as large changes for some were knowledge of qualifications/requirements for specific jobs, career making process, career planning process and their personality style/type.

The most common actions taken as a result of these services were that their new job was in their chosen field, and they were satisfied with this job and they were satisfied with the resume they had created.

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Purpose

The purpose of this study was to follow-up clients who used either the Career Center on the main campus or the Career Transition Center at the Northeast Center. The surveys focused on the profiles of the clients, what attracted them to the centers and how they benefited from the programs and services. These studies are part of the Program Review process and were requested by the Director of Student Support Services.

Methodology and Population Surveyed

The survey instruments used are shown in the appendix and were designed jointly by the Office of Planning and Research, the staff of the Career Transition Center and the Career Center. The survey populations were developed as follows: The Career Transition Center provided lists of clients who were individually counseled during the spring and summer of 1995 while class rosters provided lists of enrollees in their seminars in the fall 1994, spring 1995 and summer 1995 semesters. These two sources provided a total study population of 355 clients. The Career Center provided a list of students using either career counseling or job placement services during the spring and summer of 1995. This source provided a study population of 343 students.

Two mailings were made to these two study populations and afterwards the response rates were as follows:

Study Population	Population	Number of Mail Responses	Response Rate
Career Transition Center Clients	355	114	32.1
Career Center Student Clients	343	98	28.6

The profile of students using the Career Center was that 51 percent were employed full time while 7.5 percent were unemployed. This is higher than the 4 percent unemployment rate in the area but is what would be expected from a population seeking out the services of a career center. They are also well educated. Only 4 percent are just out of high school while 48 percent have been around Harper College for a while. Moreover, 48 percent have an associates degree or higher. They also are mostly single (58% single, no children; 12% single parents).

Examining the profile of the clients using the Career Transitions Center, we find 58 percent are employed full time while 11 percent are unemployed, which is no surprise since they are seeking these services. They are very well educated, with 59 percent having a bachelors degree or higher (30% in the general adult population of this area). This is consistent with the continuing education population served by Harper College. The median age is 40. Sixty-three percent are female. Both of these statistics are also consistent with the continuing education population at Harper College. Most startling is that 93 percent are Caucasian while only 80 percent of the general population in the area is Caucasian. These clients indicated that for 70 percent of them the career issue was very or extremely important for them in using the Center's services and programs. These clients had made, on the average, five job changes since they were 18 years of age and 1.5 career changes in their lifetime.

In each of the survey populations studies, clients could use one or two services or programs at each center. At the Career Center, 59 percent used student career counseling and 15 percent used the job placement service through a student appointment, while 26 percent used both services. Examining clients at the Career Transition Center we find, 40 percent used individual counseling services only, 45 percent enrolled in workshops at the center while, only 15 percent did both.

Major Conclusions

The need to make a decision on an educational program, job dissatisfaction, changes in their personal/family situation and job loss were the primary life events that prompted clients to use the services of the Career Transition Center and the College Career Center. The largest changes made by the clients after using these services were knowledge of the location of resources and career related values. Also listed as large changes

Major Conclusions (cont'd)

for some were knowledge of qualifications/requirements for specific job, career making process, career planning process and their personality style/type. The most common actions taken as a result of these services were that their new job was in their chosen field, and they were satisfied with this job and they were satisfied with the resume they had created.

Discussion of Results

When clients were asked about how they heard about the center, both groups gave the same top three means, but they were in reverse order. The Career Center students listed first, Harper faculty or staff referrals (55%), second, friends or relative referral (25%), and third, the semester schedule (18%). On the other hand, Career Transition Center clients rated the semester schedule first (33%), followed by friend or relative referrals (20%), and Harper faculty or staff referrals (12%).

Similarly, when surveyed about what most prompted them to use the service or enroll in the programs of the two centers, they again both gave the same top four factors, but in different order. Career Center students cited first the need to make a decision on an educational program (53%), second, job dissatisfaction (36%), third, changes in their personal/family situation (14%), and fourth, job loss (12%). By contrast, for Career Transition Center clients their number one choice was job dissatisfaction (47%), followed in rank order by job loss (26%), need to make a decision on an educational program (21%), and a change in personal/family situation (15%).

The next set of questions dealt with how clients benefited from the programs and services in which they participated. When asked what areas had changed most for them, half of the top four items appeared on the list for both groups. Location of resources and career related values were top items for both groups. Career Center students also listed qualification requirements for specific jobs and the career decision making process. The Career Transition Center clients also listed their personality style/type and the career planning process as top items. When queried about career self-reliance items that changed, both groups listed ability to sell yourself in your target job market and ability to assess your current skills at the top. Both groups also listed as their largest attitude change their optimism about an expanded view of career options available.

The most common actions for both groups, taken as a result of using the services or participating in the programs, was their new job was in the chosen field and consistent with their chosen career objective (81% and 89%), they were satisfied with their new job (81% and 89%) and they were satisfied with the resume they had created (79% and 92%).

Career Transition clients were also asked to evaluate the counseling services they received. For the most part they (79%) felt the time allowed was adequate and the counselor possessed the appropriate experience levels. Clients listed their job descriptions and many offered comments.

Survey of Users of the Career Center or the Job Placement Service

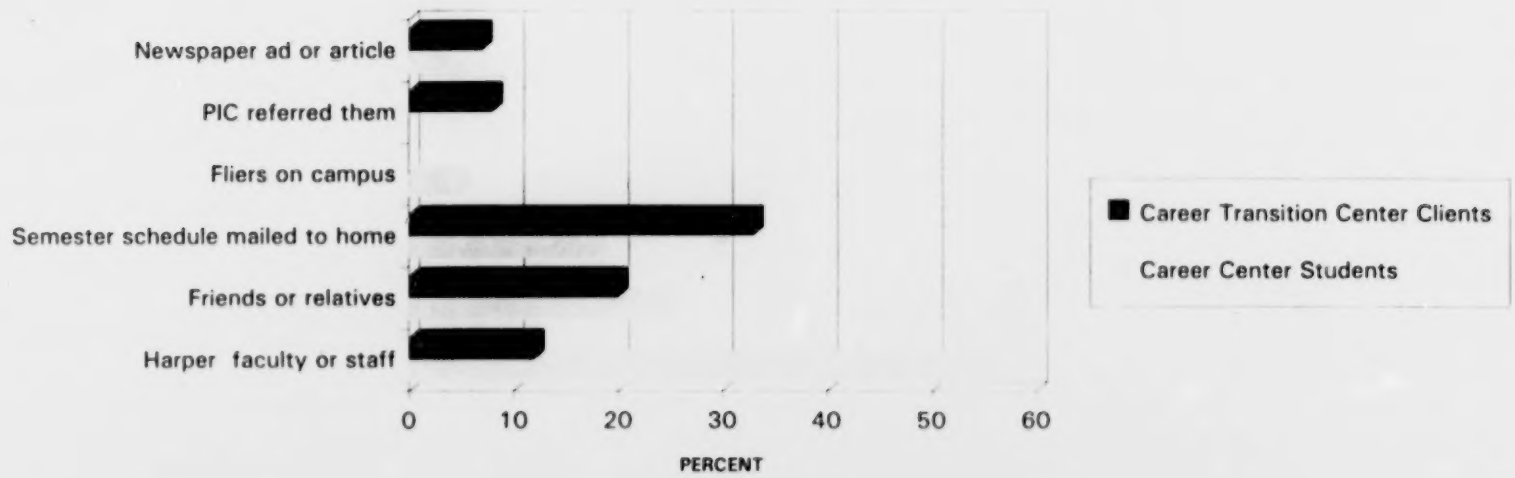
How They Learned About Harper's Career Services/Programs	N	PCT/97
- Harper faculty or staff person told them about it	53	54.6
- Friend or relative told them about it	24	24.7
- Semester newsprint schedule sent to their home	17	17.5
- Fliers around the campus	5	5.2
- It was mentioned in class	4	4.1
- Student inquired on their own if there was such a service on campus	3	3.1
- General knowledge all colleges have career centers	3	3.1
- Someone at work told them about it	3	3.1
- Newspaper ad or article	3	3.1
- Pass by office while at Harper	2	2.1
- Brochure mailed to their home	1	1.0
- Catalog	1	1.0

Harper Career Services Used	N	Percent
- Student Career Center -- Student Counseling	55	59.1
- Job Placement Service -- Student appointments	14	15.1
- Used both services	24	25.8
Total	93	100.0

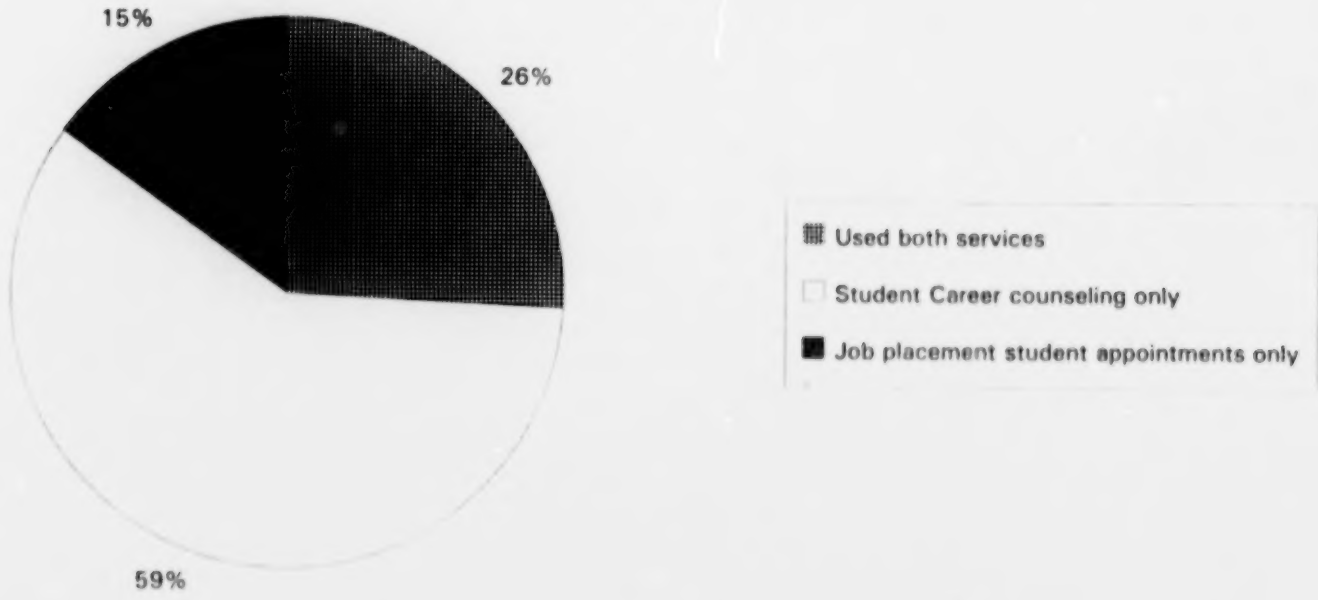
What Prompted Students to Use This Program/Service	N	PCT/93
- Needed to make a decision on an educational program	49	52.7
- Job dissatisfaction	33	35.5
- Change in personal/family situation	13	14.0
- Job loss	11	11.8
- Looking for help in preparing resume	6	6.5
- Graduation	4	4.3
- Needed job	4	4.3
- Looking for a different career	2	2.2
- To investigate various career paths	2	2.2
- Job insecurity	1	1.1

Degree to Which Understanding or Knowledge of Following Areas Changed as A Result of Using Harper's Career Program or Service	Number for Whom Item is Relevant	PCT Who Already Knew Information	Average Change Index* of rest
- Career related values	85	12.9	3.08
- Qualifications/requirements for specific occupations	86	11.6	3.01
- Location of career resources/libraries, reference books, networking	84	15.5	2.92
- Career decision making process	85	5.9	2.89
- Person's strengths and weaknesses	85	14.1	2.82
- New/expanded career options	82	3.7	2.82
- Student's personality style/type	82	17.1	2.81
- Student's skills and competencies	87	14.9	2.80
- The career planning process	83	7.2	2.79
- Student's interests	87	16.1	2.78
- Current realities & future trends of the job market	86	7.0	2.77
- Job search skills - resume preparation, interviewing, etc.	79	10.1	2.75

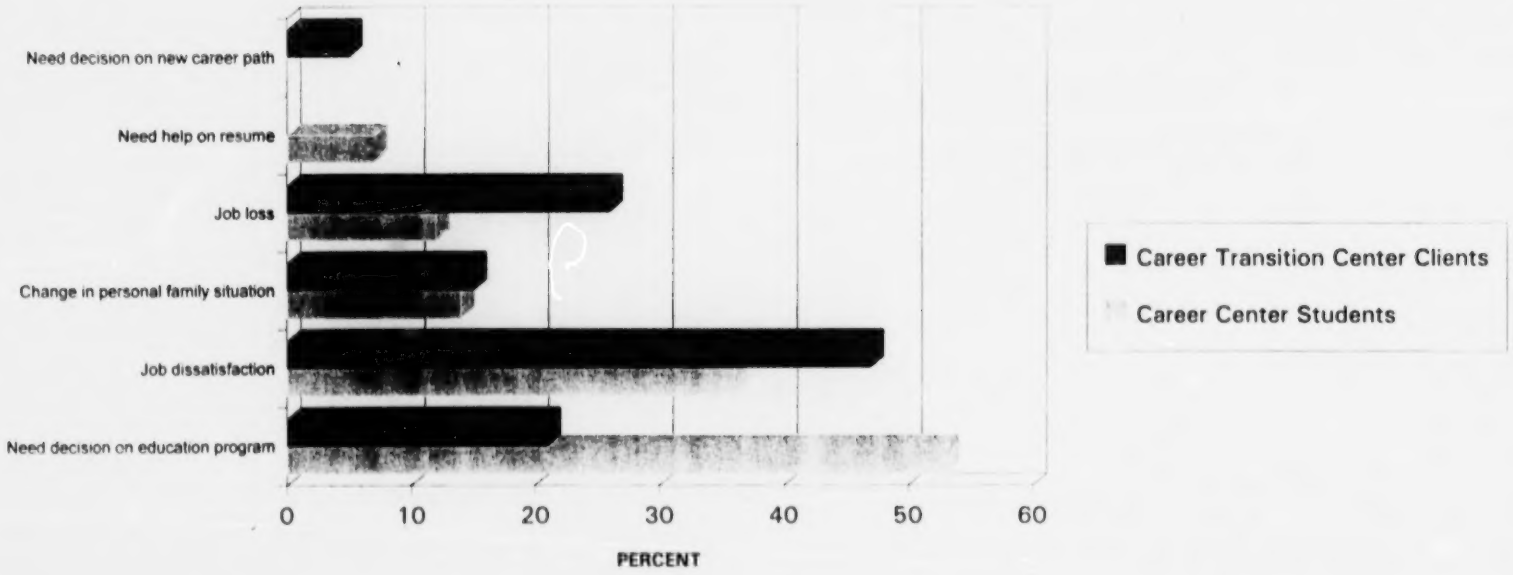
HOW CLIENTS FOUND OUT ABOUT PROGRAMS OR SERVICES AT CAREER TRANSITION CENTER OR CAREER CENTER



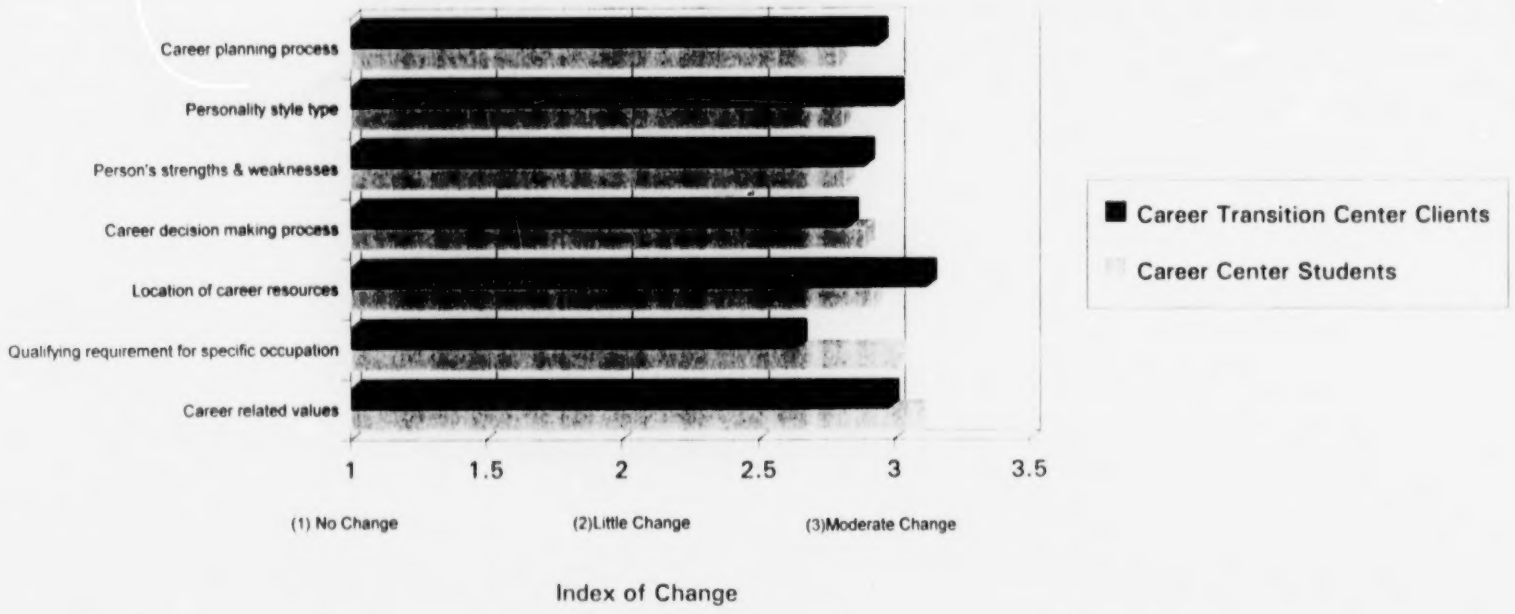
Career Center Students: Services & Programs Used



WHAT PROMPTED CLIENTS TO USE PROGRAM OR SERVICE



DEGREE TO WHICH UNDERSTANDING OR KNOWLEDGE OF VARIOUS AREAS INCREASED AS A RESULT USING HARPER'S PROGRAMS OR SERVICES



Degree to Which "Career Self-Reliance" Changed as a Result of Participating In Harper College's Career Program or Service	Number for Whom Item is Relevant	PCT Who Already Knew Information	Average Change Index* of rest
- Ability to assess the environment and predict required future skills	74	6.8	2.68
- Ability to sell oneself in target job market	73	8.2	2.67
- Ability to adapt to change	74	8.1	2.66
- Ability to assess their current skills	80	3.8	2.61
- Ability to identify contingency career plan for maximum flexibility	68	4.4	2.40
- Understanding of the "Career Self-Reliance" concept	72	9.7	2.34

Degree to Which Attitude Related to Development/Career Search Changed as a Result of Participation in Harper College's Career Program or Service			
- Optimism about or expanded view of career options available	91	6.6	2.81
- Confidence about employability	92	10.9	2.74
- Overall self-confidence/self-esteem	91	13.2	2.47
- Confidence in being "career self-reliant"	90	11.1	2.31
- Confidence as an interviewee	92	17.4	2.25

*Change Index: 1 ≡ No Change
2 ≡ Little Change
3 ≡ Moderate Change
4 ≡ Significant Change

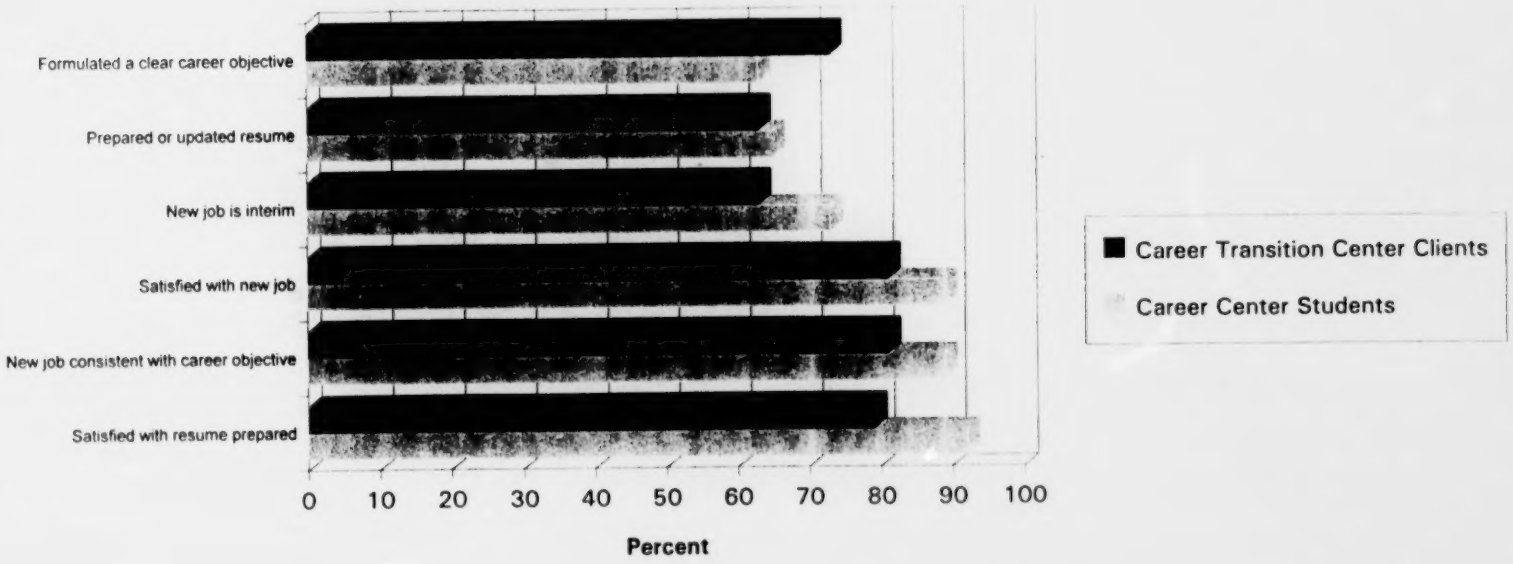
Actions Taken as a Result of Student's Work With Career Counselor of Job Placement Advisor	Number of Responses	PCT Taking Action
- Among those preparing or updating resume - those satisfied	37	91.9
- Among those accepting a new job - job consistent with career objective	26	88.5
- Among those accepting a new job - those satisfied	26	88.5
- Among those accepting a new job - job is interim to meet financial needs	19	73.1
- Prepared or updated their resume	57	64.9
- Formulated a clear career objective - either long or short term	70	62.9
- Used career search resources - library references, job listing networking, etc.	75	56.0
- Increased number of job leads or contacts	55	54.5
- Accepted a new job	65	40.0
- Enrolled in a career related educational program	66	37.9
- Conducted informational interview to explore career options	73	34.2
- Participated in job specific interviews	66	31.8

Average 5.4 Median 3 interview

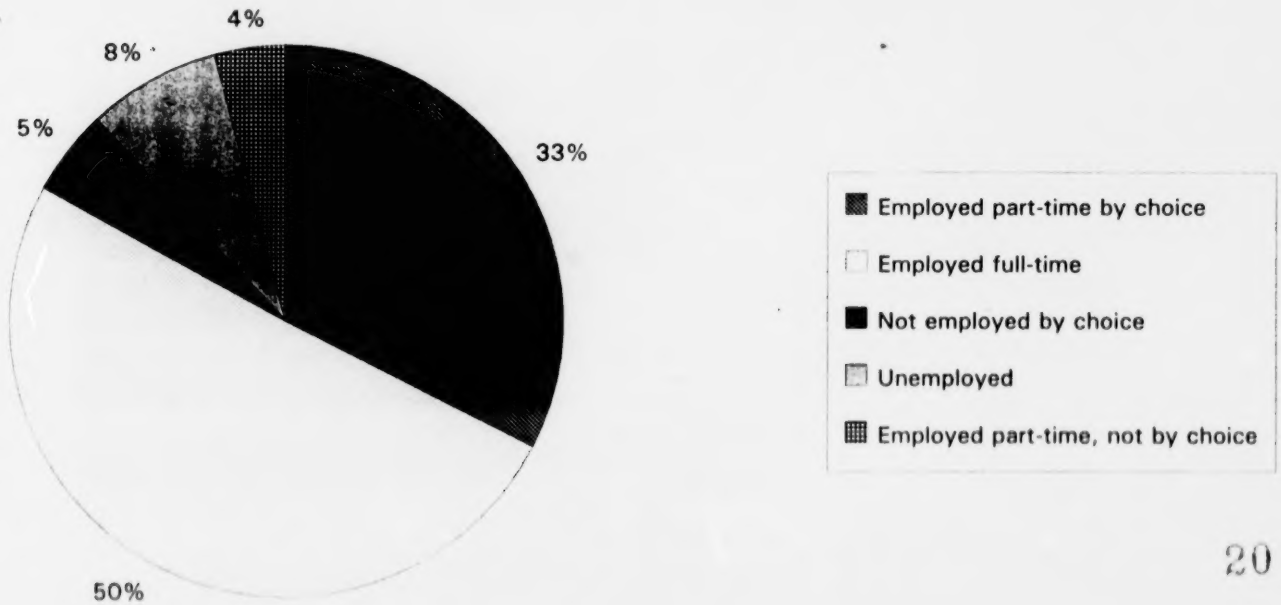
Current Job Status	N	PCT
- Employed full time	47	50.6
- Employed part time, not by choice	3	3.2
- Employed part time, by choice	31	33.3
- Unemployed but searching for job	7	7.5
- Not employed by choice	5	5.4
Total	93	100.0

Education Level	N	PCT
- High School Graduate	4	4.3
- Some college	45	47.9
- Associate degree	23	24.4
- Bachelors degree	12	12.8
- Some graduate work	7	7.4
- Masters degree	3	3.2
Total	94	100.0

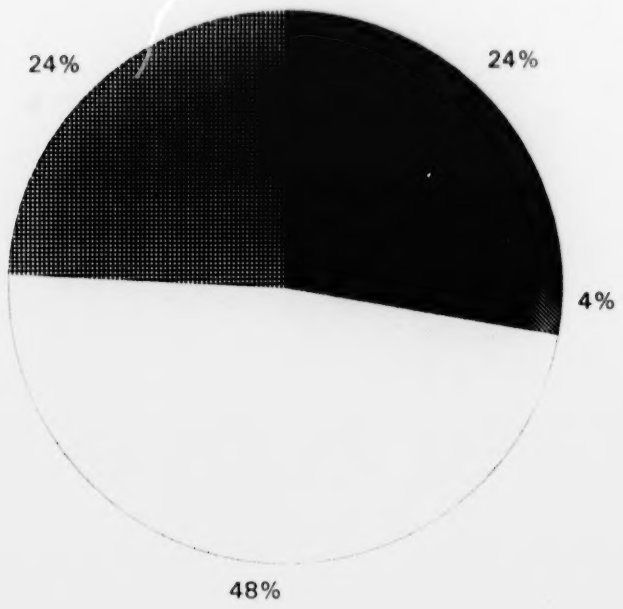
Action Taken As A Result Of Students Using Harper's Programs & Services



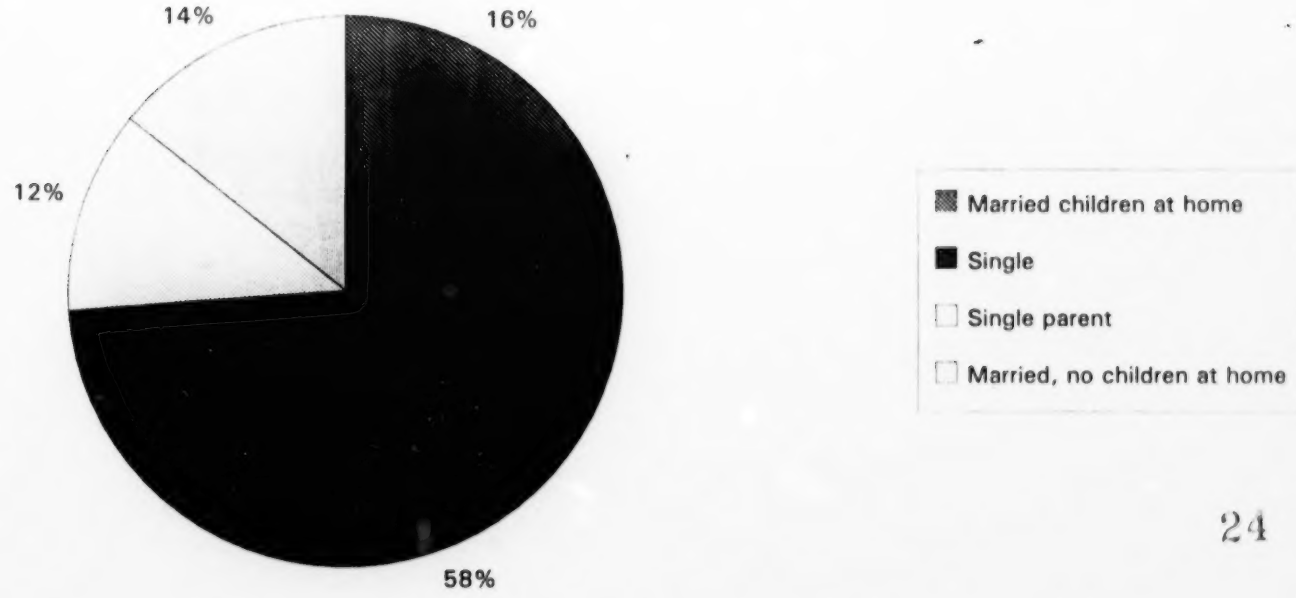
Career Center Students: Job Status



Career Center Students: Educational Level



Career Center Students: Family status



Family Status	N	PCT
- Single	55	58.5
- Single Parent	11	11.7
- Married with no children at home	13	13.8
- Married with children at home	15	16.0
Total	94	100.0

Student Career Center – Current Job Descriptions

Flight Attendant for United Airlines
Assistant at a Schaumburg hair salon
Server
Customer account representative
Registered nurse in a doctor's office
Registered nurse/pediatric department large clinic
Receptionist
Marketing coordinator/Associate agent
Administrative assistant
Development officer
Project leader
Independent insurance agent
Full-time student/Retail sales person
Consulting services coordinator
Teacher of Spanish
Computer programmer/program from specs, test & debug programs, work in team environment
Regional operational trainer
Sales service representative
Loss prevention supervisor
Mortgage banker/loan officer sales oriented/sell mortgages to realtors, consumers, builders
Customer service representative
Retail
Credit department/customer services
Server
Unemployed
Computer operator
Service while full-time student
Student aide at health services/taxi-limo service
Own company in interior design consulting
Merchandise sales representative
Supervisor/retail management/hiring, scheduling
Project manager of computer networking firm
Pharmacy tech/Dept. Of professional regulation
Real estate paralegal
Shipping clerk
Executive Assistant
First United Leasing/Accounts Receivable
Walmart housewares/J.C.Penny's customer service
Investor service/marketing representative
Florist
Customer service/sales
Financial Technician
Auto insurance underwriter
Administrative assistant for corporate communications-investor relations
CAD drafter
Special order coordinator for Sportmart
Still looking for a job
Personal care assistant/helping older folks with needs
Teacher in a pre-school
Training specialist
Temporary employment to meet career needs
Registered nurse
Purchasing/customer service/production
Telemarketing at CJ research doing surveys, etc.
Work with disabled/mentally retarded people
Union construction laborer
Receptionist at a real estate office/server at restaurant
Executive recruiter
Pharmacy tech
Registered nurse
Sales/interior design, kitchen and bath
Forklift operator
Self employed/family child care provider
Clinical assistant/Ear, nose and throat doctor's office
Part-time Harper student
Assistant branch manager savings and lending
Staff nurse
Sales associate
Construction manager
Registered nurse in pediatric office
Program assistant, student activities
Fitness/sportmart selling exercise equipment
Sales representative
Piano instructor
Retail sales/stocking shelves/customer relations
General office clerk/mailroom
Fitness instructor/personal trainer/receptionist
Mother/Single only parent
Mail Carrier
Bank Teller
Sales associate
Disability case specialist/major insurance company
Manager - making sure things run smoothly

Survey of Clients Using Career Transition Services

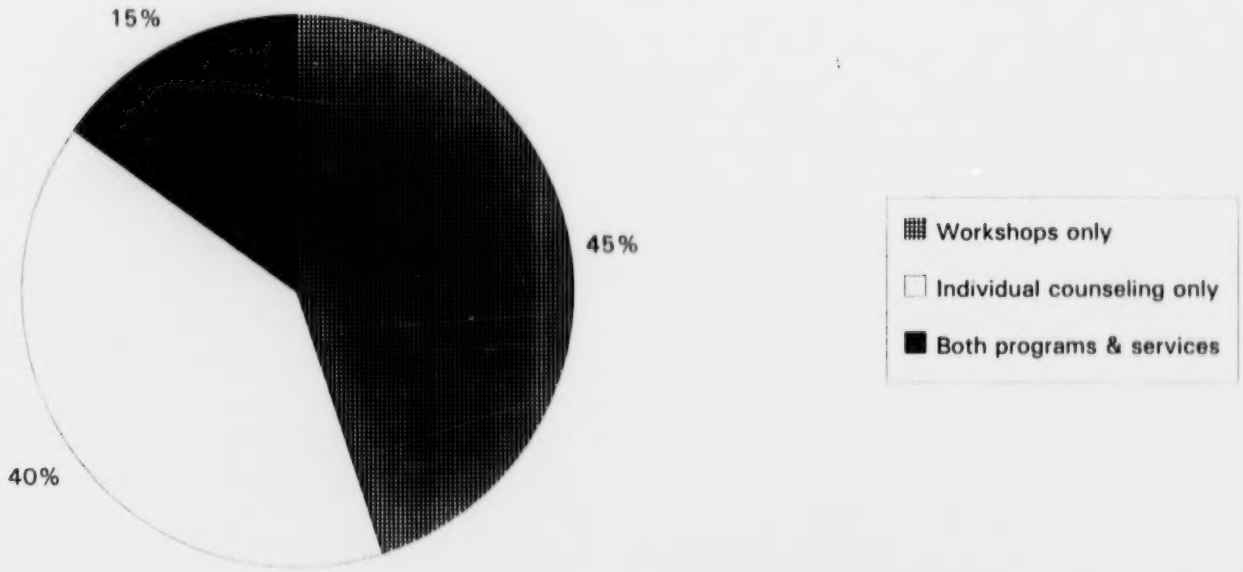
How Client Found Out About Harper's Career Transition Service	N	PCT
- Semester newsprint schedule sent to home	37	33.0
- Friend or relative referred them	22	19.6
- Harper faculty or staff referred them	13	11.6
- PIC referred them	9	8.0
- Newspaper ad or article	8	7.1
- Career Transition Center brochure	5	4.5
- High School teacher or counselor	4	3.6
- Called and asked if Harper had such a service	4	3.6
- Fellow worker told them	3	2.7
- Company closure	2	1.8
- Saw sign when at Northeast Center	1	.9
- Information at public library	1	.9
- Cable TV ad	1	.9
- Other social service agencies	2	1.8
Total	112	100.0

Transition Service in Which Participated	N	PCT
- Career Transition Center - Individual counseling only	45	40.2
- Career transition workshop(s) only	50	44.6
- Both services	17	15.2
Total	112	100.0

What Prompted Client to Use This Service at Harper	N	PCT/114
- Job dissatisfaction	53	46.5
- Job loss	30	26.3
- Needed to make a decision on an education program	24	21.1
- Change in person/family situation	17	14.9
- Attempting to decide on new career path	6	5.3
- Expect to be displaced soon	5	4.4
- Always on lookout for job opportunities	2	1.8
- Ready to re-enter workforce full time	1	.9
- Tech prep	1	.9
- Needed help with resume and interviewing	1	.9
- Graduated out-of-state/needed guidance getting into career field	1	.9
- Part of master's program requirement	1	.9
- Retirement	1	.9

How Critical or Important Career Issue was for Client Who Used Service	N	PCT
- Extremely important	38	33.3
- Very important	42	36.9
- Important	25	21.9
- Somewhat important	8	7.0
- Not important	1	.9
Total	114	100.0

Career Transition Center Clients: Services & Programs Used



Number of Job Changes Since Age Eighteen	N	PCT
- No changes	12	10.5
- One	8	7.0
- Two	10	8.8
- Three	16	14.0
- Four	16	14.0
- Five	14	12.3
- Six to Nine	24	21.1
- Ten	5	4.4
- More than ten	9	7.9
Total	14	100.0
Average	5	

Number of Career Changes Made in a Lifetime	N	PCT
- No changes	39	34.2
- One	20	17.5
- Two	25	21.9
- Three	18	15.8
- Four	6	5.3
- Five	5	4.4
- Seven	1	.9
Total	114	100.0
Average	1.6	

Degree to Which Knowledge or Understanding in the Following Areas Changed	Number for Whom Item Was Relevant	PCT Who Already Knew Information	Average Change Index*/Rest
- Location of career resources, libraries, reference books, networking, etc.	109	13.8	3.12
- Your personality style/type	107	12.1	3.00
- Your career related values	108	9.3	2.98
- The career planning process	107	4.7	2.94
- Your strengths and weaknesses	110	12.7	2.89
- Your interests	108	12.0	2.86
- Your skills and competencies	107	12.1	2.86
- The career decision making process	108	4.6	2.83
- Job search skills - resume preparation, interviewing, contacts, etc.	105	8.6	2.75
- New/expanded career options	107	2.8	2.68
- Current realities and future trends of the job market	107	5.6	2.65
- Qualifications/requirements for specific occupations	104	7.7	2.64

* Change Index: 1 = No gain in knowledge
2 = Little gain
3 = Moderate gain
4 = Significant gain in knowledge

Change made Within "Career Self-Reliance" Concept	Number for Whom Item was Relevant	PCT Who Stated No Change Required	Average Change Index*/Rest
- Ability to sell self in target job market	97	4.1	2.72
- Ability to assess current skills	103	1.0	2.71
- Ability to adapt to change	99	5.1	2.59
- Ability to assess environment and predict required future skills	98	0	2.56
- Understanding of the "Career Self-Reliance" concept	99	4.0	2.48
- Ability to identify a contingency career plan for maximum flexibility	95	1.1	2.47
Change in Attitude Related to Development/Career Search			
- Optimism about an expanded view of career options available	107	.9	2.75
- Confidence about employability	107	1.9	2.56
- Overall self- confidence/self-esteem	107	0	2.55
- Confidence as an interviewee	109	6.4	2.42
- Confidence about being "Career Self-Reliant"	107	7.5	2.37

Actions Taken as a Result of Work With Career Counselor or Workshop Leader	Number Who Responded	Percent Who Took This Action
- Among those taking new job - job is in chosen field and consistent with career objective	32	81.3
- Among those taking new job - person is satisfied with new job	32	81.3
- Among those who prepared or updated resume - satisfied with resume	48	79.7
- Formulated a clear career objectives - either long-or short-term	91	72.5
- Prepared or updated their resume	76	63.2
- Among those taking a new job - job is interim to meet financial needs	32	62.5
- Used career search resources - library references, job listings, networking or support groups, etc.	93	60.2
- Decided to make a career change - into a new field	87	47.1
- Increased number of job leads or contacts	77	45.5
- Decided to stay in same career field, in same industry - maybe same job they were in already	83	43.4
- Participated in job specific interviews - average 4.9 interviews	84	42.9
- Accepted a new job	75	42.7
- Enrolled in a career related educational program	83	41.0
- Conducted informational interviews to explore career options	90	36.7
- Decided to stay in same career field but in different industry	77	28.6

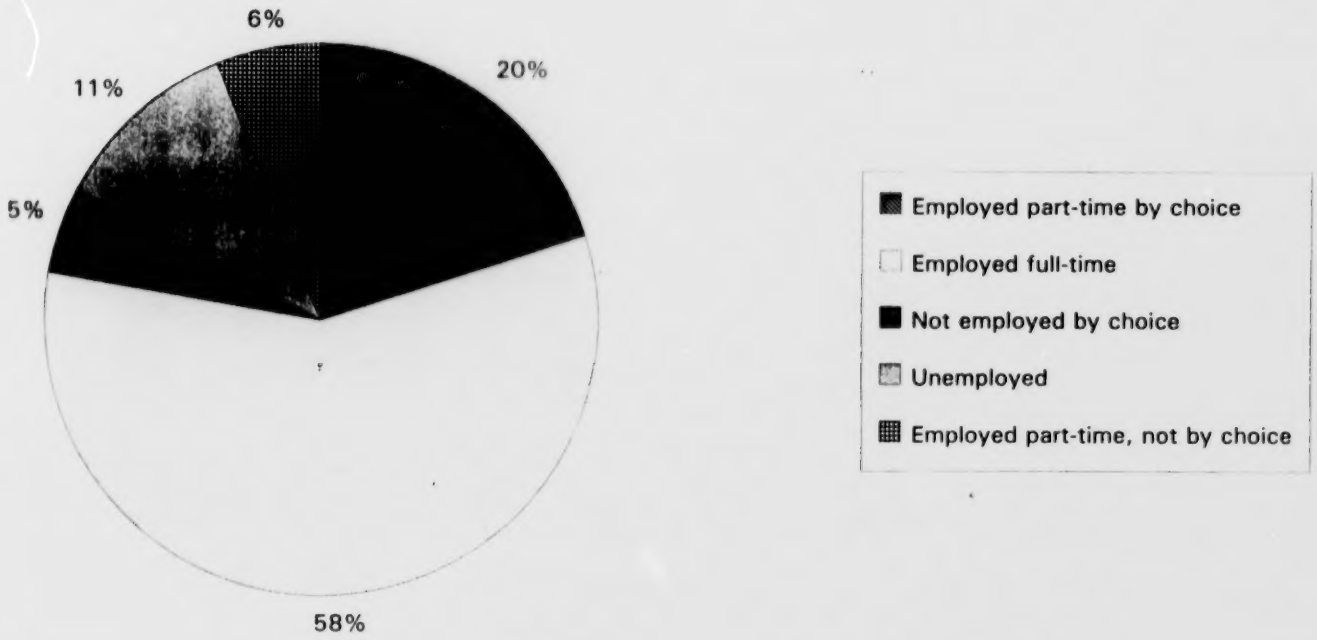
Sufficiency of Time Spent with Counselor	Index	N	PCT
- Too little time	- 1	15	22.7
- Appropriate amount of time	0	50	75.8
- Too much time	+1	1	1.5
Total		66	100.0
Average	-.21		

Appropriateness of Counseling Experience to Individual Career Issues and Goals	Index	N	PCT
- Did not meet needs	0	9	14.1
- Appropriate	+1	46	71.8
- Exceeded expectations	+2	9	14.1
Total		64	100.0
Average	+1.00		

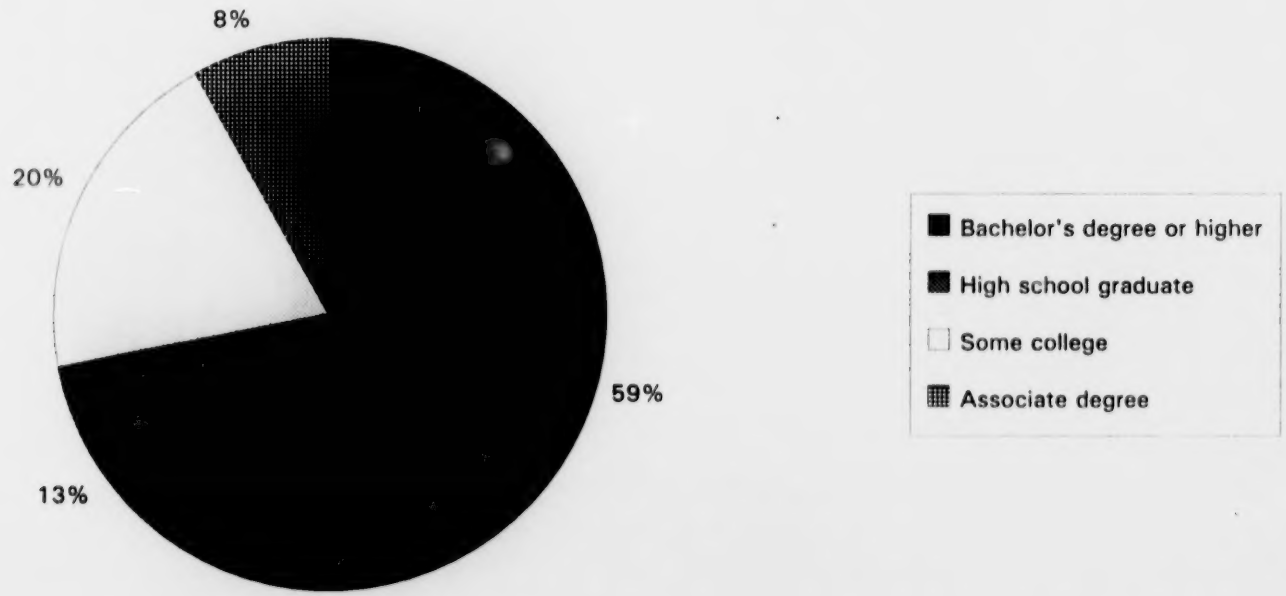
Current Job Status	N	PCT
- Employed full time	62	57.9
- Employed part time, not by choice	6	5.6
- Employed part time, by choice	22	20.6
- Unemployed but searching for employment	12	11.2
- Not employed, by choice	5	4.7
Total	107	100.0

Education Level	N	PCT
- Still in high school	3	2.8
- High school graduate	11	10.3
- Some college	21	19.6
- Associate degree	9	8.4
- Bachelors degree	32	29.9
- Some graduate work	13	12.1
- Masters degree	16	15.0
- Doctorate or professional degree	2	1.9
Total	107	100.0

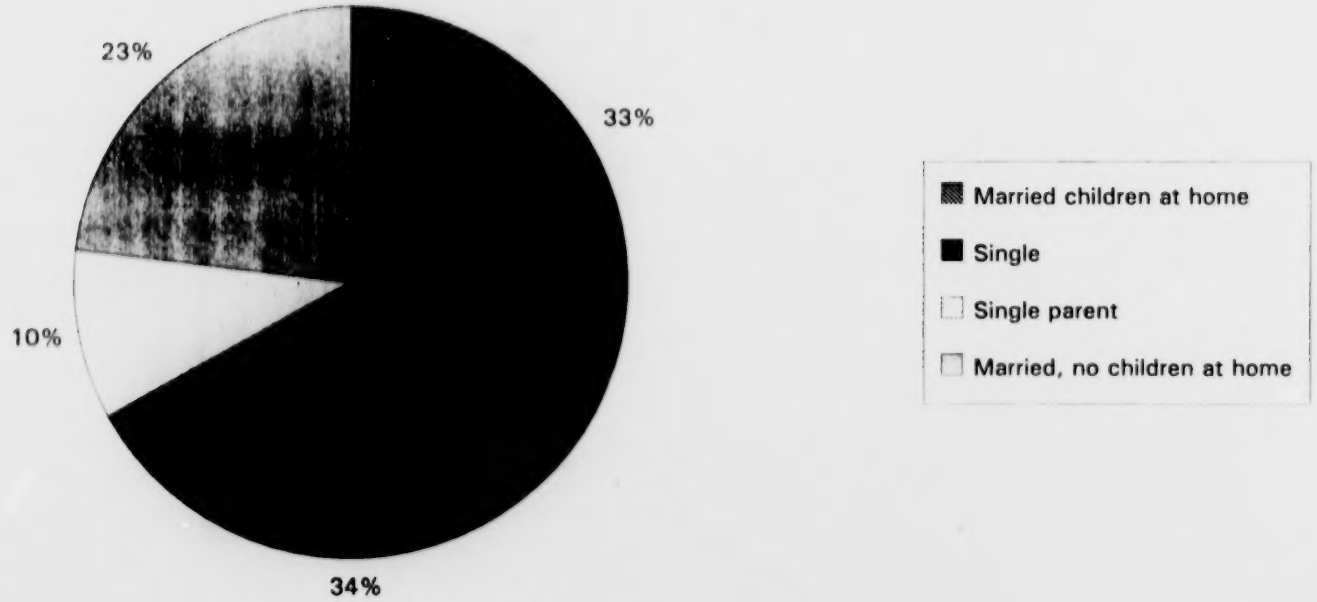
Career Transition Center Clients: Job Status



Career Transition Center Clients: Educational Level



Career Transition Center Clients: Family status



Family Status	N	PCT
- Married with children at home	35	32.4
- Married with no children at home	25	23.1
- Single parent	11	10.2
- Single	37	34.3
Total	108	100.0

Age	N	PCT
- 17	3	2.8
- 18-24	9	8.4
- 25-29	13	12.2
- 30-34	10	9.3
- 35-39	18	16.8
- 40-44	22	20.6
- 45-49	15	14.0
- 50-54	9	8.4
- 55 plus	8	7.5
Total	107	100.0
Median Age	39.6	

Ethnicity	N	PCT
- Asian	1	1.0
- Native American	1	1.0
- Black	0	0
- Hispanic	1	.9
- Caucasian	96	93.2
- Other	4	3.9
Total	103	100.0

Gender	N	PCT
- Male	40	37.0
- Female	68	63.0
Total	108	100.0

Annual Salary	N	PCT
- Under $20,000	32	32.6
- $20,000 - $29,999	24	24.5
- $30,000 - $39,999	17	17.3
- $40,000 - $49,999	8	8.2
- $50,000 - $59,999	8	8.2
- $60,000 - $69,999	1	1.0
- $70,000 - $79,999	3	3.1
- $80,000 and higher	5	5.1
Total	98	100.0
Median Salary	$27,083	

Comments on Length of Time Spent with Counselor

- Still in process
- Cost of resume preparation at one hour each of three visits did not satisfy my needs - $85.
- Could use more time focused on other issues like skills that could transfer to other jobs.
- Maximum help able to be given in my field.
- Information was too vague.
- Not very much one-on-one time.
- Another session may have been beneficial or six months later to see if any advancement in career selection.
- Not enough time for specifics relating to career and job hunting, interviewing, cover letters, etc.
- Not nearly enough time allowed - only an hour.
- Did not return for last hour - we covered everything we could.
- Most of the first two sessions were spent going over test results leaving little time in the next couple of sessions to discuss careers.
- It was not individual - it was group.
- The time was appropriate.
- More time needs to be given to explaining connections between career areas and the evaluations given or taken.
- We were able to accomplish all that I had wanted.
- I had six sessions with D. Kiemec. I feel any less than that would not have been sufficient to meet my needs. He was able to get to know me and, in turn, give me solid advice and guidance.

Comments on Length of Time Spent with Counselor (cont'd)

- I think, at the time, appropriate amount of information was given.
- Counselor came right to the point.
- The Career Center has too limited availability. I could not spend enough time there because of the hours.
- Always thought of things to ask after the session.
- I used the Career Transition Center and the few sessions I did have I felt were appropriate length. When my money ran out, my sessions were canceled.
- Could have used more sessions - the Wings Office did not seem to have a clear group of what was available for the money.
- Amount of time was sufficient and appropriate - I especially appreciated the offer of further assistance as I saw fit.
- Seemed to cover a lot of information in each session. Was not aware of all that is out there to help a person fine a job.
- I got everything I needed done.
- Could have had more time to devote to particular areas.
- I found the process so helpful that I will need more time to explore fully.
- Barbara was a delight to work with. She made me feel special. I never felt rushed or pressured to make a decision. She is a true professional and a real human being.
- I found it took time to get comfortable. We would just start getting somewhere and have to move on to another category.

Comments on Whether Counseling Experience
was Appropriate to Individual Career Issues and Goals

- She did as well as she could. I was not ready to really examine all my options. I still have time left to use.
- Excellent personal help and guidance.
- I entered counseling expecting merely confirmation of my past track on a so-so continuation course. I was surprised by the outcome/recommendations and very pleased with revelation to me. It transformed me to focus on/capitalize on a collective experience/desire/new goal.
- Could not be too specific.
- I felt there was still an opportunity in the health field but unfortunately the counselor did not assist me in finding it. It came about one year later. I attended a trainer course at Wright Jr. College and became certified.
- I felt as qualified to do the counseling as the counselor.
- Learned a lot about myself and my goals.
- I wanted to know what jobs I am best suited for so to speak and the course showed me that.
- I really did not get much information on what career I wanted. I got information on accounting, bus driver - jobs I have no interest in, but my tests say that's the job I should go for - personality wise!
- Maybe because my results show a need for me to take drastic career course changes. I am overwhelmed.
- Dennis is an outstanding counselor. He guided me through my interview process and also provided my base to start my career change. I plan to continue to meet with him as I pursue my career change and as a check point for the direction I am headed.
- The information that was given was general and could apply to my field of interest.
- Helped me follow the right path.
- Counselor seemed more worried about getting home than in my career problems. Did not give much help.
- I got some help but not enough to make a difference for me - the program is structured to help the most people it can - unfortunately, when it comes up against a really difficult case such as mine and the resources are not adequate.
- With a few more sessions a great deal of progress was really possible.
- Yes, however "reality" comes into play when considering my financial situation.
- Dennis Kmiec provided a "custom" career transition based on my needs. His knowledge, expertise and empathy made the experience extremely worthwhile. Thank you.
- Of little value.
- Got a job in areas discussed.
- Lori Gunning provided excellent guidance.
- I am attending East/West University taking a course in electroneurodiagnostic technology (EEG). I have not been in school for 30 years. It is difficult.
- The counselor seemed qualified enough to answer or coach through some of the questions I had.

General Comments

- Seems better suited for junior college graduates. For example, job leads are mostly for low paying jobs. Why not get subscriptions to MBT alumni job opportunities bulletins?
- Basically, I learned that any area I am interested in are out of my reach - more school, salary cut, etc. I was disappointed in that I wanted objective help to evaluate my skills, but got only directions for self-evaluation and those were not really directions - just "rate yourself". I wanted more to confirm I have strengths and abilities.
- It was helpful though counselors would need a more in-depth understanding of various jobs, fields, etc., to help on a detailed level, i.e., I was dissatisfied with computer field, and she suggested I take Sys Admin side of it but that is even more mundane than what I was dissatisfied with, but I can understand it is hard to have that sort of detailed view without being a part of a particular field.
- I took two classes to help me understand some of my basic skills. If I experience a need for a career change, I feel comfortable in contacting the Harper College Career Transition Center for help.
- I want to continue with career workshops for specific guidance into a different career.
- Confirmed my own ideas and job research skills - little help with resume tips.
- Since I attended a group indoctrination and have not sought any additional services, I am not able to comment on your services. I still desire making a change, maybe out of accounting because it appears to me that the skills I have acquired demand better pay in other areas of business and I seem to be losing ground with respect to standard of living.
- Dennis Kmiek was very helpful and instrumental concerning my career change.
- I like the lectures/classes offered.
- Career search resources are excellent.
- My individual sessions were very focused on my own individual needs at the time. This was very helpful since I already knew a lot about career options in my own field and related ones I had considered.
- I learned this and others should be told -- you may think you have fully and objectively assessed/evaluated yourself, by yourself. Maybe so - but I did the program just on the chance I might re-focus or affirm it all. But I was surprised - I did learn something about myself in terms of what I have gained in past experience, combined with latest developing new interest area, resolving in a revelation of/new awareness of where I can (and wanted to) re-focus it all, to a new career objective. This made a big difference I did not predict.
- It's an excellent way for teenagers to understand reality in the world peace.
- I have applied at Harper College to instruct the Nursing Assistant Program, speaking to Deborah Karas. I am still hoping to hear from Harper to begin the summer class 1996, filling in for the instructor who wants a break.
- If I was a high school senior I am sure your services might have helped me.
- Basically enjoyable and helpful, but the number of typographical errors I found in the handouts kept distracting me. There is no comma in the year 2000.
- It gave me an idea of what to expect in the job market today and what jobs are looking for in employees.
- Mrs. Kramer did a wonderful job trying to get me to a specific goal of career. Barbara got right to the heart of the problem - was most perceptive and available.
- I could not get a refund for the portion of counseling I did not use because I found that the counseling was not helpful enough to continue.
- I think more people should take the aptitude tests you have because I found them extremely enlightening.
- I was very pleased with the service. Also I would recommend this package to anyone who was thinking of a career change. The information provided was thorough and well discussed. I felt confident in my decisions.
- I have made 10-12 job changes but all within one corporation where I have 32 years of service. With regard to question six - no career changes. I have been in the printing industry for 35 years. I did not participate in enough classes to gain an understanding of this program.
- I am raising a family by myself. As a widow working full time and taking care of a household, I do not have the time available to answers questions 7-10.
- This is a poorly designed question - No. 7. You ask about understanding or knowledge (big difference) then you degrade it to "knowledge" only in 1 and 4. Then, in five call it "information". This is unclear and confusing. I have answered 7A, 7B, and 7C in terms of understanding, not knowledge. After information, first comes knowledge, understanding follows. If I am available and you need a speaker to boost this program I would welcome opportunity to explore how I may help.

General Comments - (cont'd)

- My workshop dealt with options for adult learners returning to school.
- Hoping to teach as I liked helping student nurses while I was an RN in hospital.
- I am still in counseling.
- Too early in the career counseling process to assess.
- Current job title/description - full-time mother thinking about returning to school to change fields.
- I am doing volunteer work in school in an area that might be of some interest to me as far as part-time work in the future. I am also a homemaker/artist/volunteer graphic artist.
- Center is not user friendly - it is Center friendly. Hours too short and poorly staffed. No one cares! What a rip-off and waste of money! You need to make changes.
- Still in high school and 17 years old.
- Still in high school and 17 years old.
- Still in high school.
- I felt it was worth going to - it helped me to understand where to start and go for. Well done, understanding great, clear and always there to answer questions.
- I really enjoyed the "Life After Teaching" workshop and learned a bit.
- I was extremely pleased that your services existed.
- Hours too short - never open when really needed. No one seemed to care about making the center more available for use when I had the time.
- Good instructor - learned things I had not previously known about, attributes and personality and how they relate to job suitability.
- The program was good for me. More detailed classes for the person who is over 50 but has not college. For the person who has not changed jobs too often it is overwhelming. Thank you.
- Attended career planning workshop in September '94. Kept working at current job - finally got job lead from field plus lost faith in current company, so I am in the process of transition. Was not really satisfied with Harper program. Doing this on my own, not because I attended the workshop 18 months ago.
- It is unfortunate there is only one Center available to me - it is over an hour one way to get there from my residence. With my rotating schedule it is difficult to spend any length of time there.
- I was impressed with the "personal" attention and felt that my counselor really cared about my future.
- I enjoyed being a part of this program during a very difficult time in my life.
- It would be nice if the classes I went to for this would have been at the College - overly hectic to get there! More expansion on jobs vs. The person could have given me more insight on the kind of job that I would be compatible or interested in getting. I went from having an associates degree in management with no job to studying telecommunications at DeVry. Certainly a transition. I don't know if those "games" we did really made a difference from the Career Transition Class.
- Excellent program - thank you!
- A very good program you have - I learned a lot.
- General areas of interest were pin pointed. No job specifics or individual counseling was available. None of the individuals I contacted re personal interviews to discuss the job/career had the time to devote to "counseling" me. Maybe this is something Harper could find a way of providing.
- It was very helpful.
- I would do it again.
- I was well pleased with my experiences.
- It was a very positive experience.

Job Title and Description

- Product Manager - manage marketing for large consumer product company.
- Information Assistant/Secretary
- Networking Specialist
- Regional Product Planner - coordinate product development between sales and production in the printing industry.
- Data Support
- Administrative Assistant
- Administrative Assistant to Commodities Trader
- Accounting Clerk
- Teaching Assistant
- Retail Lead/Warehouse
- Teller Supervisor
- Wal-Mart Associate
- File Audit Examiner

Job Title and Description (cont'd)

- Director, Commercial Claims
- Personal Assistant
- Human Resources
- Driver/Building/Photographer
- Secretary
- Regional Marketing Manager
- Waitress
- Sales Advertising
- Technological Hazards Program Specialist - Program Mgr. For a 6-State area for hazardous materials and chemical training - Federal Government
- Retired Elementary Teacher
- Pharmacy Technician
- Administrative Assistant
- Substitute Teacher
- Production Manager
- Parts store - UPS Dept. Coordinator
- Teacher, Community College
- Custodian
- Sales Representative
- Administrative Assistant, Market Dev.
- Investment Executive/Financial Planner
- Clerical support
- Insurance biller/20% portion not covered by Medicare
- Sales - Gift Shop
- Assistant Store Manager - all for one purchasing for store, asset protection, human resource allocation, equipment, conservation and daily financial reporting
- Mobil Operations Manager
- Accountant
- Business Analyst
- Physical Referral Counselor
- Stock Manager
- Medical Office Receptionist - work nights
- Engineering Manager
- Technician - Electronics
- Marketing/Sales, Market Researcher
- Building Inspector
- Director Operations - Responsible for movement of railcar to new lessee's.
- Chassis Construction at Motorola - trying to get into electrical technician
- Office manager in a family business
- Area Training Coordinator - Field Unit Manager - Assistant to Marketing Director
- Administrative Support
- Pre-Force Closure Coordinator
- Sales Associate
- Trader
- Community Center Helper.
- Facilitator/Trainer
- Adventure Center/Nursery
- Supplier Quality Engineer
- Production Planning/Materials Facilitator. Planner for injection molding at Fellows - also have 17 direct reports Material Handlers.
- General Manager for a governmental/communications firm
- Fitness Instructor - teach aerobic and weight training classes.
- Freelance Math Editor - Educational Technology and part-time Math Teacher
- Legal Coordinator, Motorola Inc., Coordinate all non-disclosure arguments for Cellular Infrastructure Group.
- General Manager
- Medical Office Assistant
- Branch Supervisor
- Clerk
- Clerk, Typist
- Art Consultant - retail sales
- Customer Service Representative
- Telephone representative - just to help pay for bills, etc., while being a full-time students - not committed to this job.
- Programmer/Analyst
- First Assistant Restaurant Manager
- Working 3 part-time jobs - Telecommunication - Managing Representative - Hospital Medical Auditor - Site Reviewer for an HMO.
- Payroll/Benefits/Travel Benefits Manager
- Manager - Accounting Operations
- Carpenter - renovations

APPENDIX

- Survey Instruments

- Cover Letters

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Fall 1995

Dear Career Center Client:

In our efforts to continuously improve the programs and services we offer, Harper College Career Services is conducting this evaluation survey. As a former user of the Career Center, your opinion and feedback are very valuable to us. We will use your responses to plan programs and evaluate our services.

Please take the time to answer the questions contained in the attached survey as completely as possible. Then return the survey in the postage-paid envelope that is also enclosed. Your individual responses will remain strictly confidential and will be used only by the research team to compile an aggregate report from which recommendations for improvement can be formulated.

Thank you in advance for your cooperation. Only you can help us measure the effectiveness of our current programs and insure their improvement and ongoing availability to others.

If you have any questions about the survey or any of our career services, please call (708) 925-6720.

Very truly yours,

Russ Mills

Russ Mills, Director
Student Support Services

rm/jc
Enclosures

Recycled Paper

SURVEY OF USERS OF THE
CAREER CENTER OR THE JOB PLACEMENT SERVICE

1- How did you find out about the Harper College Career services/programs? Check (✓) **ALL** that apply.
- ❑ A. A Harper faculty or staff person told me about them.
- ❑ B. A friend or relative told me about them.
- ❑ C. Someone at work told me about them.
- ❑ D. A newspaper ad or article
- ❑ E. The semester newsprint schedule sent to my home.
- ❑ F. Other - Specify:_____

2- Which Harper College Career Center service did you use? Check (✓) **ALL** that apply.
- ❑ A. Student Career Center - student counseling
- ❑ B. Job Placement Service - student appointments

3- What prompted you to use this program/service? Check (✓) **ALL** that apply.
- ❑ A. Needed to make a decision on an educational program
- ❑ B. Job dissatisfaction
- ❑ C. Job loss
- ❑ D. Change in personal/family situation
- ❑ E. Other - Specify:_____

4- How critical or important was your career issue to you when you used the service/program? Check (✓) one.
- ❑ A. Extremely important
- ❑ B. Very important
- ❑ C. Important
- ❑ D. Somewhat important
- ❑ E. Not important

5- As a result of using Harper College's Career program or service, to what degree did your **understanding** or **knowledge** in the following areas **change**? Place a number from 1 to 6 as defined below beside each of the following items:

1	2	3	4	5	6
No gain in Knowledge	Little Gain	Moderate Gain	Significant Gain in Knowledge	Already knew Information	Does not Apply

_____ A. Your career related values
_____ B. Your interests
_____ C. Your skills and competencies
_____ D. Your personality style/type
_____ E. Your strengths and weaknesses
_____ F. The current realities and future trends of the job market
_____ G. Qualifications/requirements for specific occupations
_____ H. New/expanded career options
_____ I. The career planning process
_____ J. The career decision making process
_____ K. The location of career resources - libraries, reference books, job listings, networking, etc.
_____ L. Job search skills - resume preparation, interviewing, identifying/making contacts, etc.

- over -

6- "Career Self-Reliance" is a concept based on individual responsibility for one's own career management. Based on your participation in a Harper College career program/service, please rate the **change** you experienced in each of the following areas. Place the appropriate number from 1 to 6 as defined below beside each of the following items:

1	2	3	4	5	6
No change	Little Change	Moderate Change	Significant Change	No Change Required	Does Not Apply

_____ A. Understanding of the "Career Self-Reliance" concept
_____ B. Ability to assess your current skills
_____ C. Ability to assess the environment and predict your required future skills
_____ D. Ability to sell yourself in your target job market
_____ E. Ability to adapt to change
_____ F. Ability to identify a contingency career plan for maximum flexibility

7- Please rate any **change** in your **attitude** related to career development/career search that resulted from your participation in a Harper College career program or service. Mark a number from 1 to 5 as defined below beside each of the following items:

1	2	3	4	5
No change	Little Change	Moderate Change	Significant Change	No Change Required

_____ A. Your overall self confidence/self esteem
_____ B. Your confidence about your employability
_____ C. Your optimism about or expanded view of career options available to you
_____ D. Your confidence as an interviewee
_____ E. Your confidence about being "Career Self-Reliant"

8- Which of the following **actions** did you take as a result of your work with a career counselor or job placement advisor? Check (✓) one column for each of the following items:

	Yes	No	Does Not Apply
A. Formulated a clear career objective - either long term or short term	____	____	____
B. Prepared or updated your resume	____	____	____
a) If **yes**, were you satisfied with the resume?	____	____	____
C. Increased number of job leads or contacts	____	____	____
D. Used career search resources - library references, job listings, network or support groups, etc.	____	____	____
E. Conducted informational interviews to explore career options	____	____	____
F. Participated in job-specific interviews	____	____	____
a) If **yes**, approximately how many interviews - _____			
G. Enrolled in a career related educational program	____	____	____
H. Accepted a new job	____	____	____
a) If **yes**, is new job interim to meet financial needs?	____	____	____
b) If **yes**, is new job in chosen field - consistent with career objective?	____	____	____
c) If **yes**, are you satisified with new job, so far?	____	____	____

9- Current job status. Check (✓) one.
❑ A. Employed full time
❑ B. Employed part time, not by choice
❑ C. Employed part time by choice
❑ D. Unemployed but searching for employment
❑ E. Not employed, by choice

10- Current Job Title/Description: _____

_____

_____

11- Education level - Check (✓) your highest level.

- ❑ A. High school graduate
- ❑ B. Some college
- ❑ C. Associate degree
- ❑ D. Bachelors degree
- ❑ E. Some graduate work
- ❑ F. Masters degree
- ❑ G. Doctorate or Professional degree

12- Family status - Check (✓) one.

- ❑ A. Single
- ❑ B. Single Parent
- ❑ C. Married with no children at home
- ❑ D. Married with children at home

Thank you for responding to this survey. Your responses are very important to programs at Harper College.

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Fall 1995

Dear Career Transition Center Client:

In our efforts to continuously improve the programs and services we offer, Harper College Career Services is conducting this evaluation survey. As a former client of the Career Transition Center, your opinion and feedback are very valuable to us. We will use your responses to plan programs and evaluate our services.

Please take the time to answer the questions contained in the attached survey as completely as possible. Then return the survey in the postage-paid envelope which is also enclosed. Your individual responses will remain strictly confidential and will be used only by the research team to compile an aggregate report from which recommendations for improvement can be formulated.

Thank you in advance for your cooperation. Only you can help us measure the effectiveness of our current programs and insure their improvement and ongoing availability to others.

If you have any questions about the survey or any of our career services, please call (708) 459-8233.

Very truly yours,

Mary Ann Jirak

Mary Ann Jirak, Coordinator
Career Transition Services

mj/jc
Enclosures

SURVEY OF CLIENTS USING

CAREER TRANSITION SERVICES

1- How did you find out about the Harper College Career Transition services? Check (✓) one.

- ❑ A. A Harper faculty or staff person told me about them.
- ❑ B. A friend or relative told me about them.
- ❑ C. Someone at work told me about them.
- ❑ D. A newspaper ad or article
- ❑ E. The semester newsprint schedule sent to my home
- ❑ F. Career Transition Center brochure
- ❑ G. Other - Specify:_____

2- In which Harper College Career Transition service did you participate? Check (✓) **ALL** that apply.

- ❑ A. Career Transition Center individual counseling
- ❑ B. Career Transition workshop(s)

3- What prompted you to use this service? Check (✓) **ALL** that apply.

- ❑ A. Job loss
- ❑ B. Job dissatisfaction
- ❑ C. Change in personal/family situation
- ❑ D. Needed to make a decision on an educational program.
- ❑ E. Other - Specify:_____

4- How critical or important was your career issue to you when you used this service? Check (✓) one.

- ❑ A. Extremely important
- ❑ B. Very important
- ❑ C. Important
- ❑ D. Somewhat important
- ❑ E. Not important

5- Number of job changes you have made since age 18:_____

6- Number of career changes (change from one field to another, e.g., accounting to nursing) you have made in your lifetime:_____

- over -

7- As a result of using Harper College's Career Transition services, to what degree did your **understanding** or **knowledge** in the following areas **change**? Place a number from 1 to 6 as defined below beside each of the following items:

1	2	3	4	5	6
No Gain in Knowledge	Little Gain	Moderate Gain	Significant Gain in Knowledge	Already Knew Information	Does Not Apply

_____ A. Your career-related values
_____ B. Your interests
_____ C. Your skills and competencies
_____ D. Your personality style/type
_____ E. Your strengths and weaknesses
_____ F. The current realities and future trends of the job market
_____ G. Qualifications/requirements for specific occupations
_____ H. New/expanded career options
_____ I. The career planning process
_____ J. The career decision making process
_____ K. The location of career resources - libraries, reference books, job listings, networking, etc.
_____ L. Job search skills - resume preparation, interviewing, identifying/making contacts, etc.

8- "Career Self-Reliance" is a concept based on individual responsibility for one's own career management. Based on your participation in Harper's Career Transition service, please rate the **change** you experienced in each of the following areas. Place a number from 1 to 6 as defined below beside each of the following items:

1	2	3	4	5	6
No change	Little change	Moderate Change	Significant Change	No Change Required	Does Not Apply

_____ A. Understanding of the "Career Self-Reliance" concept
_____ B. Ability to assess your current skills
_____ C. Ability to assess the environment and predict your required future skills
_____ D. Ability to sell yourself in your target job market
_____ E. Ability to adapt to change
_____ F. Ability to identify a contingency career plan for maximum flexibility

9- Please rate any **change** in your **attitude** related to career development/career search which resulted from your participation in a Harper Career Transition service. Mark a number from 1 to 5 as defined below beside each of the following items:

1	2	3	4	5
No change	Little change	Moderate Change	Significant Change	No Change Required

_____ A. Your overall self confidence/self esteem
_____ B. Your confidence about your employability
_____ C. Your optimism about or expanded view of career options available to you
_____ D. Your confidence as an interviewee
_____ E. Your confidence about being "Career Self-Reliant"

10- Which of the following **actions** did you take as a result of your work with a career counselor or workshop leader? Check (✓) one column for each of the following items:

	Yes	No	Does Not Apply
A. Formulated a clear career objective - either long term or short term	___	___	___
B. Decided to make a career change (into a new field)	___	___	___
C. Decided to stay in same career field in same industry (maybe same job you were in already)	___	___	___
D. Decided to stay in same career field but in different industry	___	___	___
E. Prepared or updated your resume	___	___	___
a) If **yes**, were you satisfied with the resume?	___	___	___
F. Increased number of job leads or contacts	___	___	___
G. Used career search resources - library references, job listings, network or support groups, etc.	___	___	___
H. Conducted informational interviews to explore career options	___	___	___
I. Participated in job-specific interviews	___	___	___
a) If **yes**, approximately how many interviews? _____			
J. Enrolled in a career-related educational program	___	___	___
K. Accepted a new job	___	___	___
a) If **yes**, is new job interim to meet financial needs?	___	___	___
b) If **yes**, is new job in chosen field - consistent with career objective?	___	___	___
c) If **yes**, are you satisfied with new job, so far?	___	___	___

11- If you participated in individual career counseling:

A. In terms of the number of sessions and length of each session, was the time spent with the counselor sufficient? Please circle (○) a number from 1 to 3 as defined below.

1	2	3
Too little time	Appropriate Amount of Time	Too Much Time

Please explain: _____

_____

_____

_____

B. Was your counseling experience appropriate to your individual career issues and goals? Circle (○) a number from 1 to 3 as defined below:

1	2	3
Did not Meet Needs	Appropriate	Exceeded Expectations

Please explain: _____

_____

_____

12- Any additional comments about your experience with the Harper College Career Transition Center?

_____

_____

_____

_____

13- Current job status. Check (✓) one.
- ❑ A. Employed full time
- ❑ B. Employed part time, not by choice
- ❑ C. Employed part time by choice
- ❑ D. Unemployed but searching for employment
- ❑ E. Not employed, by choice

14- Current Job Title/Description: _____

15- Education level - Check (✓) your highest level.
- ❑ A. High school graduate
- ❑ B. Some college
- ❑ C. Associate degree
- ❑ D. Bachelor's degree
- ❑ E. Some graduate work
- ❑ F. Masters degree
- ❑ G. Doctorate or Professional degree

16- Family status - Check (✓) one.
- ❑ A. Married with children at home
- ❑ B. Married with no children at home
- ❑ C. Single parent
- ❑ D. Single

17- Age:

❑ A. 18-24	❑ C. 30-34	❑ E. 40-44	❑ G. 50-54
❑ B. 25-29	❑ D. 35-39	❑ F. 45-49	❑ H. 55+

18- Gender:
- ❑ A. Male
- ❑ B. Female

19- Ethnicity - Check (✓) one.
- ❑ A. Asian
- ❑ B. Native American
- ❑ C. Black
- ❑ D. Hispanic
- ❑ E. Caucasian
- ❑ F. Other

20- Most recent annual employment salary. Check (✓) one.
- ❑ A. Under $20,000
- ❑ B. $20,000 to $29,999
- ❑ C. $30,000 to $39,999
- ❑ D. $40,000 to $49,999
- ❑ E. $50,000 to $59,999
- ❑ F. $60,000 to $69,999
- ❑ G. $70,000 to $79,999
- ❑ H. $80,000 and higher

Thank you for responding to this survey. Your responses are very important to programs at Harper College.

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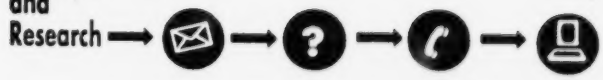

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